

HUMAN RESOURCE MANAGEMENT

I UNIT

1. The actual achievements compared with the objectives of the job is called
 - a. Job performance
 - b. Job evaluation**
 - c. Job description
 - d. None of the above
2. The process of analysing jobs from which job description are developed are called
 - a. Job enrichment
 - b. Job evaluation
 - c. Job enlargement
 - d. Job analysis**
3. A very simple process to a very complicated process depending is called
 - a. Controlling**
 - b. Selection
 - c. Induction
 - d. Recruitment
4. The focus of human resources management revolves around
 - a. Money
 - b. Micro
 - c. Men**
 - d. Machine
5. The process of choosing the right person for the right position and the right time.
 - a. Selection
 - b. Human resource Planning**

- c. Screening
 - d. Recruitment
6. Job evaluation is also known as
- a. Job analysis
 - b. Job evaluation
 - c. Job rating**
 - d. Job specification
7. The employee skill and ability of the work force effectively
- a. Human resources management**
 - b. human resources planning
 - c. Job performance
 - d. Job analysis
8. The life less factor of production is useful product
- a. Human resources management**
 - b. Human resources function
 - c. Training & Development
 - d. Human resources planning
9. Post planning, organizing and directing, performance of an employee is checked, verified and compared
- a. Controlling**
 - b. Planning
 - c. Directing
 - d. Organising
10. The actual performance is found deviated from the plan, control measures are taken
- a. Directing**

- b. Planning
- c. Organizing
- d. Controlling

11. Human resources management are related to specific activities of personal management

a. Operating function

- b. Recruitment function
- c. Requirement function
- d. None of these

12. They get inspire even order people can deliver excess ordinary result.

a. Human resources planning

- b. Human resources management
- c. Human resources organising
- d. All of these

13. The success of the organisation depends on the direction of thing there design.

a. Directing

- b. Controlling
- c. Planning
- d. Organising

14. The function of personal management in managerial function.

a. Organising

b. Controlling

- c. Planning
- d. Directing

15. Its check the corporate plan of the organisation

- a. Human resources management
- b. Human resources organising
- c. Human resources planning**
- d. All of these

16. Human resources management help improve in

- a. Production
- b. Productivity
- c. Profit
- d. Power**

17. Demand for human resources management is created by

- a. Expansion of industry**
- b. Shortage of labour
- c. Abundance of capital
- d. Consumer preferences

18. Human resources management is primarily concerned with

- a. Recruitment
- b. Selection
- c. Cost control
- d. Training**

19. Safety policy is a part of ---- function of Human resources management

- a. Managerial
- b. Operational
- c. Strategical**
- d. Developmental

20. The scope of HRM doesn't include

- a. Separation
- b. Outsourcing
- c. Promotion
- d. Market entry**

21. HRM is present in----- organisation.

- a. NGO
- b. Private
- c. Government
- d. Every**

II UNIT

1. A process of assigning a specific job to each of the selected candidates
 - a. Training
 - b. Development
 - c. Recruitment**
 - d. Placement
2. A systematic evaluation of the performance employee by an expected are his immediately
 - a. Performance appraisal**
 - b. Separation
 - c. Training& Development
 - d. Placement
3. Performance appraisal is used to analysis the need of training and development
 - a. Motivation
 - b. Communication

c. Reward

d. Record keeping

4. The current and future staffing need.

a. Communication

b. Record keeping

c. planning

d. Training & Development

5. The process of imparting skill or job knowledge to a person.

a. Training

b. Placement

c. Induction

d. Recruitment

6. The personal program regarding recruitment and training of employees

a. Organising

b. Directing

c. Controlling

d. Planning

7. The MBO technique was first championed by management expert

a. Peter Drucker

b. Francesco

c. Gordon M. Picariello

d. Walker

8. Prepare employees for higher level responsibilities

a. Induction and orientation

b. Training and development

- c. Controlling and directing
 - d. Human resources management
9. Appraisal is a useful record for some reason.
- a. Planning
 - b. Record keeping**
 - c. Training
 - d. Performance
10. The programme once installed must be continued on a permanent basis
- a. Job evaluation
 - b. Training & Development
 - c. Recruitment**
 - d. All the above
11. Under training and development plan, the form is to be prepared it means
- a. Detailed
 - b. Structured
 - c. Duplicate form**
 - d. None of these
12. A programme is an important process for bringing staff into an organisation.
- a. Planning
 - b. Induction
 - c. Recruitment**
 - d. Selection
13. The process of measurement, decision making and evaluation
- a. Planning
 - b. Selection**

c. Recruitment

d. Placement

14. Create employee adjustment problems lead to absence turn over, accident, poor performance

a. Placement

b. Induction

c. Recruitment

d. Training & development

15. The change of role that a worker may choose to engage in within the organisation

a. External mobility

b. Internal mobility

c. Induction

d. Selection

16. The existing employee to update skill and knowledge

a. planning

b. Recruitment

c. Development

d. Training

17. Research forms core human resources management to collect, analyse and identify current plus future needs within the organisation

a. Planning

b. Organizing

c. Directing

d. Controlling

18. They provide the details any employer who approach him

a. Employer

b. Application form

c. Employment exchange

d. None of these

19. It's based on performance appraiser

a. Job evaluation

b. Job analysis

c. Selection

d. Placement

III UNIT

1. In which year did the Industrial dispute act come into operation?

a. 1947

b. 1949

c. 1953

d. 1963

2. To which settlement machinery can the central government refer the disputes under rule 81A?

a. Conciliation

b. Arbitration

c. Adjudicator

d. Supreme Court

3. Before the industrial disputes act was implemented in the year 1947, which act took care of the industrial disputes?

a. Trade Disputes Act, 1929

b. Royal Commission Act, 1934

c. Labour Management Relations Act, 1947

d. None of the above

4. Choose the correct option that correctly states out the defect in the Trade Disputes Act, 1929.

a. Restraints imposed on the rights of strike

b. To render the proceedings unstatutable under the Act for the settlement of an industrial dispute

c. Solution to industrial unrest

d. All of the above

5. The industrial peace is secured through voluntary _____ and compulsory _____
 - a. Compromise and Arbitration**
 - b. Adjudication and Arbitration
 - c. Work Committee and Industrial Tribunal
 - d. Negotiation and Adjudication

6. Choose the correct objective of the Industrial Disputes Act.
 - a. To prevent illegal strikes
 - b. To promote measures for securing and preserving good relations between the employers and the employee's
 - c. To provide relief to workmen in matters of lay - offs, retrenchment, wrongful dismissals
 - d. All of the above**

7. Act can be described as the milestone in the historical development of industrial law in India
 - a. Training
 - b. Industrial disputes**
 - c. Development
 - d. Performance appraisal

8. The industrial act was first amended in the year _____
 - a. 1929**
 - b. 1946
 - c. 1947
 - d. 1948

9. Power has been given to _____ to require Works Committee to be constituted in every industrial establishment employing 100 workmen or more.
 - a. Appropriate Government
 - b. State Government
 - c. High Court
 - d. Board of Conciliations**

10. Which permanent settlement machinery has been mentioned in the act accountable for the speedy and amicable settlement of industrial disputes?
 - a. Adjudication
 - b. Conciliation**
 - c. Arbitration
 - d. Appropriate government

11. A report of the select committee on the Industrial Disputes Bill, 1946 was published in the Gazette of India, Part _____

- a. V
 - b. IV
 - c. III
 - d. I
12. On which date did the industrial disputes act, 1947 receive assent and came in the Statute Book?
- a. 1st April, 1947
 - b. 23rd April, 1936
 - c. 28th April, 1937
 - d. 11th March, 1947**
13. _____ means an interim or a final determination of any industrial dispute or of any question relating thereto by any labour court.
- a. Banking Company
 - b. Closure
 - c. Award**
 - d. Conciliation Proceeding
14. Clause (d) of section 2 of _____ act defines Khadi.
- a. Industrial Disputes Act, 1947
 - b. Payment of wages act, 1936
 - c. Khadi and Village Industries commission Act, 1956**
 - d. Industrial Relations Act, 1967
15. How many members does a conciliation board consist of as per the appropriate government?
- a. Chairman and 2 or 4 other members**
 - b. Chairman and 1 more member
 - c. Chairman and 5 or 6 other members
 - d. Chairman and 10 other members
16. A person shall not be appointed as the presiding officer of a labour court unless he has been the presiding officer under any provincial or state act for not less than _____ years.
- a. 2
 - b. 10
 - c. 5**
 - d. 15
17. How many persons shall a national tribunal consist of which is to be appointed by the central government?
- a. 1**
 - b. 2
 - c. 3
 - d. 4

18. Which section in the industrial disputes act discusses about the disqualifications of the presiding officers of labour courts?
- a. 7A
 - b. 7B
 - c. 7C**
 - d. 8
19. What is the required minimum age of the person to be appointed in the office of the presiding officer of a labour court, Tribunal or National Tribunal?
- a. 65 years**
 - b. 60 years
 - c. 58 years
 - d. 50 years
20. Section _____ of the Industrial Disputes Act 1947, states that an employer should only retrench employees who have been most recently hired
- a. 24-F
 - b. 24-G
 - c. 25-F
 - d. 25-G**

UNIT IV

1. Participation of non managerial employees in the decision making process is called
 - a) Workers participation management**
 - b) Collective bargaining
 - c) Profit sharing
 - d) planning
2. Joint management council otherwise known as-----
 - a) Whitley council**
 - b) Work council
 - c) Auditing council
 - d) Works committee council
3. -----are the bodies on which the representation is entirely of the employees
 - a) Work council**
 - b) Work council
 - c) Auditing council
 - d) Works committee council

4. -----bodies comprising representatives of employers and employees
 - a) **Joint council**
 - b) Work council
 - c) Auditing council
 - d) All the above
5. Collective bargaining means
 - a) **Process of negotiation between employers**
 - b) Contract between employees
 - c) Assessment of employees
 - d) All of the above
6. National labor Relations board was established in the year of
 - a) **1935**
 - b) 1934
 - c) 1936
 - d) 1973
7. ----- is a label that refers to compensating contracts between an employer and employees.
 - a) **Employee stock option**
 - b) Collective bargaining
 - c) Joint management council
 - d) Works committee
8. Informative participation means
 - a) **Members have right to receive information**
 - b) Collaborative decision making
 - c) Assessment of employees
 - d) Join management council
9. Members share their views on matters affecting welfare with their management is cllled
 - a) **Consultative participation**
 - b) Administrative participation
 - c) Decision making participation
 - d) All of the above
10. Shop council at shop level and joint council are introduced as
 - a) Two tier participation
 - b) Three tier participation
 - c) Administrative participation
 - d) Informative participation
11. ----- means provides a greater degree of share in authority and responsibility
 - a) **Administrative participation**
 - b) Informative participation
 - c) Consultative participation
 - d) Decision making participation
 - e) All of the above
12. Decision making participation means
 - a) **Workers take part in decision making power activities**
 - b) Delegation of responsibility

- c) Delegation of authority
 - d) Collective bargaining
13. Joint management council was introduced in the year of-----
- a) 1875
 - b) 1986
 - c) **1975**
 - d) 1885
14. ----- committee studied the problem of workers participative management
- a) **Sachar committees**
 - b) Narasimman committee
 - c) Works committee
 - d) All of the above
15. Workers are made share holders by allotting those shares in company called-----
- a) **Co ownership**
 - b) Profit sharing
 - c) Collective bargaining
 - d) Seat to directors
16. In ascending participation an opportunity is given to the workers to participate in the -----
-process at a higher level
- a) **Decision making**
 - b) Controlling
 - c) Directing
 - d) Organising
17. ----- emphasize the need for worker committed constitution
- a) **Royal commission on labor**
 - b) Workers council
 - c) Tribunal council
 - d) Indian council
18. The work committee should not deal with matters connected with -----
- a) **Collective bargaining**
 - b) Joint council matters
 - c) Work council
 - d) All of the above
19. Joint management council set up for
- a) Promoting workers participation in management
 - b) Collaborative decision making
 - c) Directing employees
 - d) Recruiting employees
20. ----- in one of the forms of workers participative management
- a) **Workers committee**
 - b) Profit sharing
 - c) Group decision
 - d) Collective bargaining

V UNIT

1. Conflict means-----
- a) **Disagreement between two or more people**
 - b) Understanding among people
 - c) Contract between worker

- d) All of the above
- 2. Conflict between two individual means-----
 - a) **Inter personal conflict**
 - b) Intra personal conflict
 - c) Inter group conflict
 - d) Intra group conflict
- 3. Conflict occurs within an individual is called----
 - a) Inter personal conflict
 - b) **Intra personal conflict**
 - c) Intergroup conflict
 - d) All of the above
- 4. ----- happens among individual within a team
 - a) **Intra group conflict**
 - b) Inter group conflict
 - c) Personal conflict
 - d) Inter personal conflict
- 5. Inter group conflict means-----
 - a) **Happens among different team with in the organization**
 - b) Understanding people
 - c) Mis understanding among employees
 - d) Agreement among employees
- 6. Accommodating is considered as
 - a) **Conflict management style**
 - b) Resolution
 - c) Causes of conflict
 - d) Stages of conflict
- 7. Economic conflict concerned with
 - a) **Limited amount of resources**
 - b) Scarcity of sources
 - c) Material management
 - d) Financial management
- 8. Varied preference and ideologies is called
 - a) **Value conflict**
 - b) Economic conflict
 - c) Power conflict
 - d) Conflict resolution
- 9. Conflict resolution means
 - a) **Find a peaceful solution**
 - b) Directing employees
 - c) Controlling staffs
 - d) All of the above
- 10. People involved in a conflict without being aware called
 - a) **Latent stage**
 - b) Perceived stage
 - c) Felt stage
 - d) Manifest stage
- 11. Perceived stage means-----
 - a) **People involved conflict become fully aware**
 - b) People involved in conflict not aware

- c) Perception differs
 - d) Difference in opinion
12. Felt stage of conflict called as-----
- a) **Stress and anxiety**
 - b) Difference in opinion
 - c) Understanding the employees
 - d) All of the above
13. Conflict is open can be observed is called-----
- a) **Manifest stage**
 - b) Felt stage
 - c) Perceived stage
 - d) Latent stage
14. Outcome of conflict, resolution or dissolution is called----
- a) Manifest stage
 - b) Felt stage
 - c) Latent stage
 - d) **Aftermath stage**
15. Internal conflict can arise as a result of -----
- a) **Misunderstanding among employees**
 - b) Understanding among employees
 - c) Work stress among employees
 - d) All of the above
16. Organisational conflict arise from -----
- a) **Frustration**
 - b) Anxiety
 - c) Negative thoughts
 - d) Positive thoughts
17. Behavioural aspects of conflict may arise out of -----
- a) Human thoughts
 - e) Understanding among employees
 - f) Work stress among employees
 - g) **Stress and anxiety**
18. Structural aspects of conflict arises due to
- a) **Structural design of organisation**
 - h) Work stress among employees
 - b) Frustration
 - c) Human thoughts
 - d) All of the above
19. Develop strong communication channel is one of the ----- conflict
- a) Stages
 - b) Causes
 - c) Remedies
 - d) All of the above
20. Conflict occurs within an individual is called----
- e) Inter personal conflict
 - f) **Intra personal conflict**
 - g) Intergroup conflict
 - h) All of the above

I UNIT

K2 QUESTIONS

1. Define Human resource management.

Human resource management (HRM) is the practice of recruiting, hiring, deploying and managing an organization's employees.

2. What is job analysis?

The process of identifying and determining the duties, responsibilities, and specifications of a given job.

3. What is job description?

It is an internal document that clearly states the essential job requirements, job duties required to perform a specific role..

4. What is job specification?

A statement of employee characteristics and qualifications required for satisfactory performance.

5. What is human resource planning?

It ensures the best fit between employees and jobs while avoiding manpower shortages or surplus.

6. Why Job analysis is done?

A job analysis is used to gather information about the knowledge, skills, abilities

7. What do you mean by human resource development?

The vast field of training and development provided by organizations to increase the knowledge, skills, education, and abilities of their employees.

8. What is strategic human resource management?

Human resource management (HRM or HR) is the strategic approach to the effective management of people in an organization,

9. What is a 2 content of job specification?

The job grade title.

Age limit of the job holder.

10. What is job design?

a core function of human resource management and it is related to the specification of contents, methods and relationship of jobs

II UNIT

K2 QUESTIONS

1. Define recruitment.

includes analyzing the requirements of a job, attracting employees to that job, screening and selecting applicants, hiring, and integrating the new employee to the organization

2. What is internal recruitment?

Internal recruiting is any method of identifying and attracting job candidates from within the organization.

3. What is external recruitment?

External recruitment is the assessment of an available pool of job candidates, other than existing staff

4. What is placement?

Placement is a process of assigning a specific job to each of the selected candidates.

5. What is induction?

An induction programme is the process used within many businesses to welcome new employees to the company and prepare them for their new role. ...

6. What is internal mobility?

Internal mobility refers to the change of role that a worker may choose to engage in within the organization,

7. What is separation?

Employee separation constitutes the final stage in the staffing process of an organization.

8. What is vestibule training?

Knowledge or learning acquired by the trainees as a result of the training experience.

9. What is 360 degree appraisal method?

A 360-degree feedback is a process through which feedback from an employee's subordinates, colleagues, and supervisor(s),

10. What is forced distribution method?

It is "pre specified" performance distribution

III UNIT

K2 QUESTIONS

1. What is the year of industrial disputes Act

It came into force 1 April 1947.

2. What do you mean by industrial disputes?

'industrial dispute' means "any dispute or difference between employers and employees or between employers and workmen,

3. Define collective bargaining

concerned with the relations between unions representing employees and employers

4. What is integrative bargaining?

Integrative bargaining (also called "interest-based bargaining,"

5. What is distributive bargaining?

Distributive bargaining is a competitive bargaining strategy in which one party gains only if the other party loses something.

6. Who are members of collective bargaining?

Collective bargaining consists of the process of negotiation between representatives of a union and employers

7. What is voluntary arbitration?

voluntary arbitration refers to the mode of settling labor-management disputes

8. What is conciliation?

Conciliation is where parties, with assistance from a dispute resolution practitioner (the conciliator) discuss issues to reach an agreement.

9. What is arbitration?

Arbitration is where the parties to a dispute present arguments

10. What is lock out?

A lockout is a temporary work stoppage

IV UNIT

K2 QUESTIONS

1. What is workers participative management?

To participation of non-managerial employees in the decision-making process of the organization

2. What is joint management council?

It is a statutory council of employers and trade unions established in the United Kingdom and elsewhere

3. What is passive participation?

Not participating readily or actively; inactive:

4. Define employee stock option.

Many companies use employee stock options plans to compensate, retain, and attract employees.

5. In which year workers participative management was introduced.

1990

6. Can employers benefit from collective bargaining?

Collective bargaining provides union members with a voice to negotiate better wages, benefits and working conditions.

7. What are the types of collective bargaining?

Conjunctive or Distributive Bargaining; Co-operative or Integrative Bargaining

8. What is Informative Participation?

Participation generally takes the stage of informative and associative participation

9. What is Consultative Participation?

Members share their views on matters affecting their welfare with the management.

10. What is Administrative Participation?

At the next higher level it is administrative participation

V UNIT

K2 QUESTIONS

1. What is conflict?

It is a state of discord caused by the actual or perceived opposition of needs.

2. What is functional conflict?

A functional conflict is the positive conflict that occurs among the people in a work group.

3. What is industrial relation?

It is the processes through which these relationships are expressed (such as, collective bargaining, workers' participation in decision-making,.

4. What are five causes of conflict?

Mis understandings. Poor communication. ...

5. What is collaborative conflict?

Sometimes called a 'win/win' strategy, the collaborating style strives to make sure that both sides are satisfied.

6. What is reactive conflict management?

It dealing with conflict after it emerges, using techniques such as withdrawal, smoothing, , and force.

7. What is manifest conflict?

It, is used to result from the parties misunderstanding each other's true position

8. What are main causes of conflict?

Poor communication is one of the main causes of conflict

9. What is intergroup conflict? :

Intergroup conflict refers to disagreements that occur between two or more different groups.

10. What is Intra group Conflict?

Intra group conflict refers to disagreements that occur between two or more members of the same group.

K3 QUESTIONS

1. Briefly explain the stages of job analysis.
2. List out the process of job analysis.
3. Why is job analysis important in human resource management?
4. Bring out the importance of job description.
5. Show the uses of job description.

K3 QUESTIONS

1. Bring out the concept of recruitment
2. List out the importance of recruitment
3. Examine the importance of selection
4. Briefly explain the process of selection
5. Examine the features of performance appraisal

K3 QUESTIONS

1. Examine the objectives of industrial dispute.
2. Briefly explain the features of industrial dispute
3. Examine the causes of industrial dispute.
4. Examine the settlement of industrial disputes
5. Bring out the measures to improve industrial relations.

K3 QUESTIONS

1. Examine the objectives of workers participative management
2. List out the features of workers participative management
3. Bring out the merits of workers participative management
4. Bring out the demerits of workers participative management
5. How does stock option work?

K3 QUESTIONS

1. Examine the features of conflict
2. What are the causes of conflict? Explain it.
3. Bring out the concepts of conflict?
4. Briefly explain the process of conflict?
5. Examine the importance of conflict

K4/K5 QUESTIONS

1. Discuss the process of human resource planning.
2. Explain the methods of job analysis
3. Analyse the benefits of human resource planning
4. Narrate the concept of human resource management.
5. Explain the nature of human resource management

K4/K5 QUESTIONS

1. Examine the methods of recruitment
2. Analyze the methods of performance appraisal.
3. Explain the methods of training.
4. Explain the advantages of performance appraisal
5. Explain the disadvantages of performance appraisal

K3/K4 QUESTIONS

1. Analyze the concept of industrial dispute.
2. Discuss the issues of collective bargaining.
3. Explain the advantages of arbitration.
4. Explain the salient features of conciliation
5. Explain the disadvantages of arbitration

K4/K5 QUESTIONS

1. Explain the workers participative management
2. Discuss the concept of workers participative management
3. Explain the scheme of workers participative management
4. Explain the eligibility to participate in employee stock option
5. Explain the advantages of workers participative management

K4/K5QUESTIONS

1. Discus the stages of conflict management
2. Explain the strategies of conflict management
3. Explain the types of conflict
4. Explain the remedies of conflict
5. Explain the steps should be taken by the management to resolve the conflict